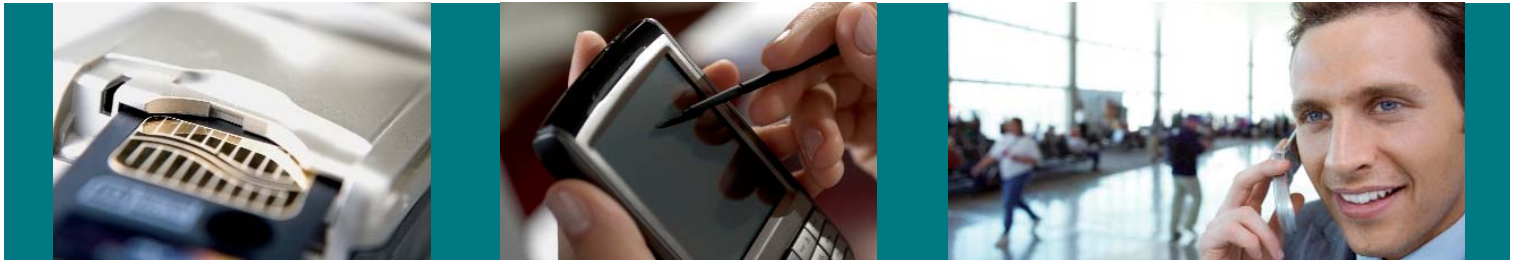




One-Stop Solutions for Telecommunications: Telecommunications Expense Management (TEM)

Managing Your Wireless Devices and Services



Introduction to Telecommunications Expense Management (TEM): Wireless

In today's fast-paced workplace, wireless communication is an essential resource. That's why the acquisition experts at GSA developed TEM. By choosing TEM, your agency can streamline its ordering and management of wireless devices and services – and ultimately lower the total monthly cost of your commercial wireless services.

TEM can help reduce your agency's monthly wireless bills by:

- Providing optimized rate plans and lower per-minute charges;
- Paying proper amounts through more accurate billing;
- Improving compliance to plans and related wireless spend-management policies;
- Paying only for what is used through elimination of unused lines;
- Improving assets management;
- Requiring the TEM vendor to manage conflict resolution and bill-related issues; and
- Providing a single source for ordering wireless devices and services.

When Ordering

Whenever you order GSA's TEM services, you will experience ordering flexibility. You may choose to place an order directly with TEM vendors or to use GSA assisted procurement. When ordering with Direct Order/Direct Bill (DODB), your agency is responsible for all aspects of the acquisition, and GSA provides the contract vehicle. If you opt for GSA assisted procurement, GSA performs any or all of the following, as directed by your agency:

- Assisting with or developing a Statement of Work (SOW);
- Verification, obligation, and ensuring proper use of funds;
- Evaluating proposals and awarding orders;
- Maintaining all award documentation; and
- Processing order closeout.

For More Information

For further information, contact: GSA TEM Program Manager Mike Loria at (504) 589-4348 or michael.loria@gsa.gov; GSA TEM Contracting Officer's Technical Representative (COTR) Richard "Russ" Peery at (817) 574-4318 or richard.peery@gsa.gov; or visit the FSSI Wireless TEM Services Web page at www.gsa.gov/fssitem.



Smarter Solutions



Contract Type

TEM is a multiple-award, indefinite delivery/indefinite quantity (IDIQ), fixed-price contract. This contract provides agencies with a full range of comprehensive wireless services, including: wireless service contract/agreement administration; inventory management; rate plan optimization; management reporting; contract optimization; ordering and procurement; bill payment; dispute recovery; and device disposition/disposal.

The period of performance is a base period of two years with three 12-month options, and it has an estimated value of \$93 million. TEM contractors are:

- **iSYS, LLC (contract GS07T08BGD0001)**
- **Avalon Technology (contract GS07T08BGD0002)**
- **Booz-Allen Hamilton (contract GS07T08BGD0003)**

By choosing **TEM**, your agency can **streamline** its ordering and management of **wireless devices** and services – and ultimately **lower the total monthly cost** of your commercial wireless services.

Service Types

Type I – Core services, which include:

- Wireless service contract/agreement administration services;
- Inventory-management services;
- Rate plan optimization services;
- Management reporting services; and
- Invoice-management and auditing.

Type II – Additional services, which include:

- Contract optimization services;
- Ordering and procurement services;
- Bill-payment services;
- Dispute-recovery services; and
- Device disposition/disposal services.

